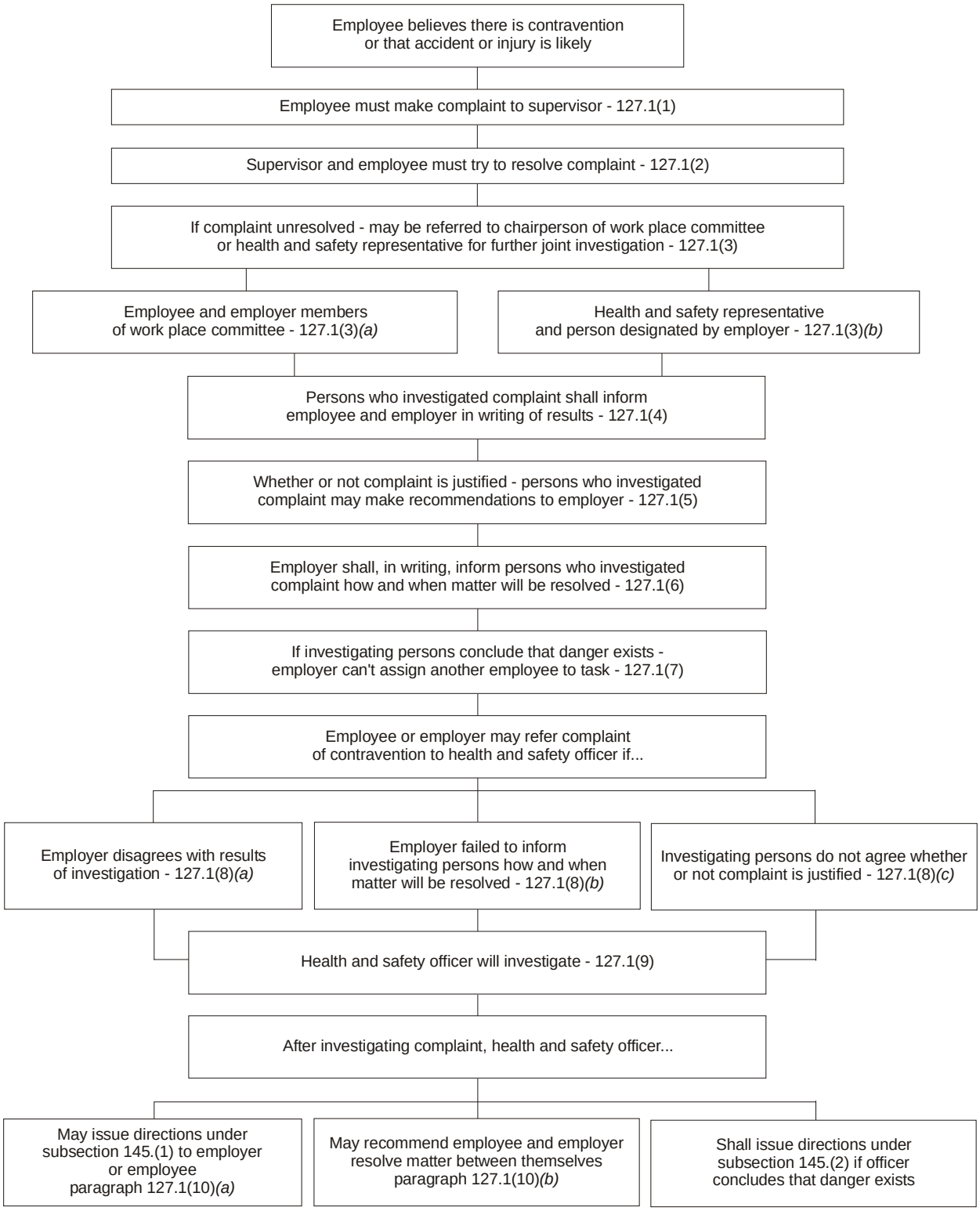Internal Complaint Resolution Process 127.1